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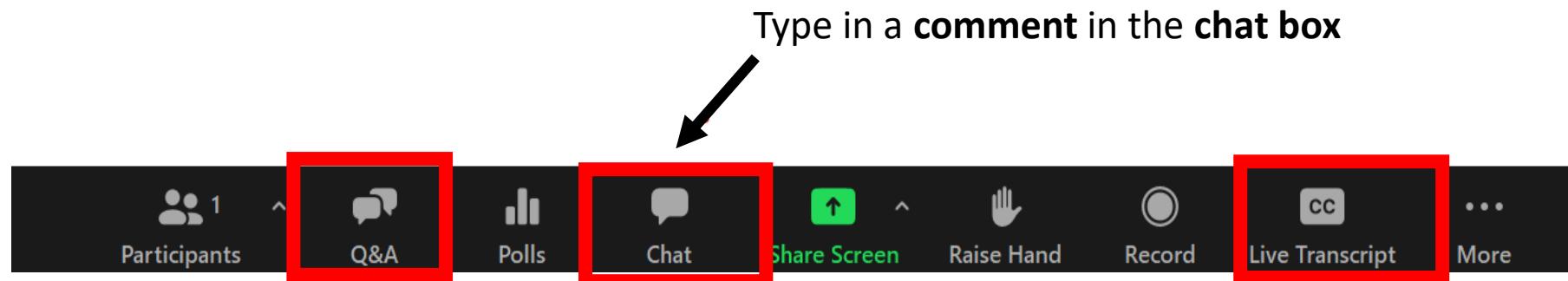
Leveraging the Untapped Potential of Peer Services in Integrated Care

February 28, 2023
12-1pm EST

CENTER OF EXCELLENCE for Integrated Health Solutions

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

Questions, Comments & Closed Captioning



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Poll #1: What best describes your role?

- Clinician
- Administrator
- Payer
- Policy Maker
- Other (specify in chat box)



Webinar Series Details

Upcoming Series Sessions:

- Thursday, March 23rd 3-4pm ET -
[Peer Support Service Models Success in Integrated Care](#)
- Tuesday, April 11th from 2-3pm ET –
[Peers in Integrated Care Office Hour](#)



Speakers



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Learning Objectives

After this webinar, participants will be able to:

- **Understand** similarities and differences between peer support staff, recovery support staff and community health workers, and their unique roles in integrated care settings.
- **Recognize** opportunities for utilizing peer support staff, recovery support staff, and community health workers in integrated care settings to improve person-centered care that addresses individual's unique needs.
- **Explore** barriers to integrating peer support services, recovery support staff, and community health workers including financing, supervising and supporting peer support staff within integrated care settings.



Expanded Team in Integrated Care and Care Integration



Community
Health
Worker

Peer
specialist

Recovery
specialist

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Using the Correct Language

Language matters---defining and understanding the roles of Community health workers, peer support staff and recovery support staff



Position and Role Definitions: Community Health Workers

A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.



Position and Role Definitions: Peer Support

Peer support encompasses a range of activities and interactions between people who have shared similar experiences of being diagnosed with mental health conditions. This mutuality—often called “peerness”—between a peer worker and person using services promotes connection and inspires hope.

Peer workers offer encouragement, practical assistance, guidance, and understanding to support recovery.

Peer support workers walk alongside people in recovery, offering individualized supports and demonstrating that recovery is possible.

They share their own lived experience of moving from hopelessness to hope.

They share tools that can complement or replace clinical supports by providing strategies for self-empowerment and achieving a self-determined life.

They support people in recovery to connect with their own inner strength, motivation, and desire to move forward in life, even when experiencing challenges.

Position and Role definitions: Recovery Support



Peer recovery coaches are one form of peer support.



Peer recovery coaches walk side by side with individuals seeking recovery from substance use disorders.



They help people to create their own recovery plans and develop their own recovery pathways.

Source: Bringing Recovery Supports to Scale (BRSS) Technical Assistance Center Strategy. SAMHSA. (n.d). [Peers Supporting Recovery from Substance Use Disorders](#).

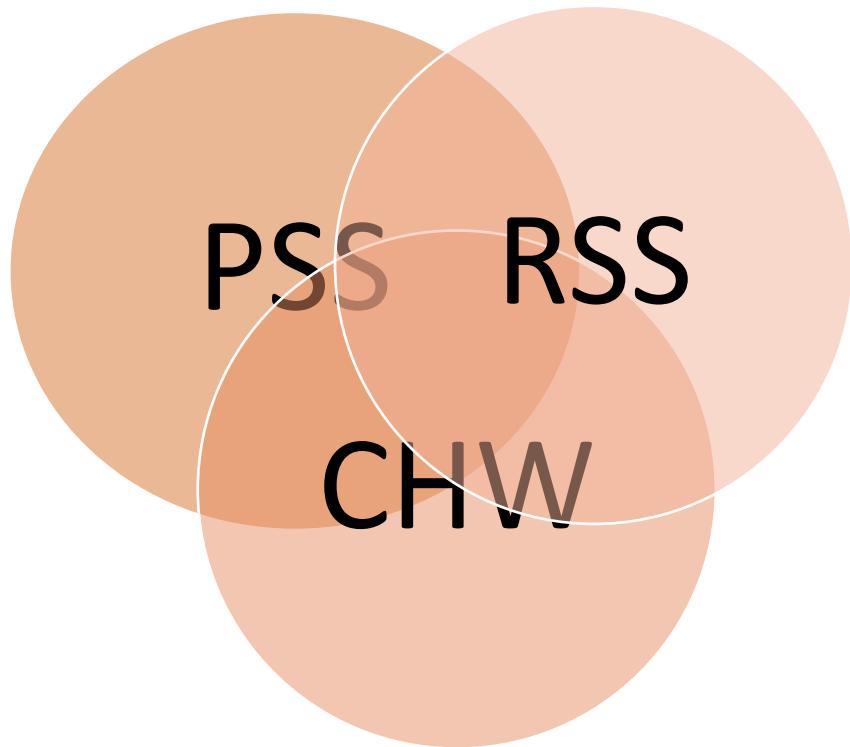


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Separate, Overlapping & Joined

Peer Support Staff (PSS), Community Health Workers (CHW) and Recovery Support Specialists (RSS):



- All carry a form of lived/living experience
- All understand the impact of social determinants
- All are embedded in the power of the community as a place for healing
- All recognize the mind, body, spirit connection
- All operate from a partnership/walk beside perspective
- The difference is in their lived/living experience and the specialization in their training.



Addressing Health Equity

- It's important to leverage these roles to address aspects of shared identity like race, experiences of discrimination, stigma, etc.¹
- Opportunities²:
 - Recruiting and supporting PSS, RSS, and CHW roles from communities of color and communities that best represent the individuals served within an organization.
 - Leveraging PSS, RSS, and CHW roles to provide spaces for understanding social needs and social determinants of health.
 - Creating spaces for dialogue about racism, recovery, and discrimination in health services.

¹Source: Harvard Health Publishing; (2021). Black peer support: [A role in mental health recovery](#)

²Source: Walker et. al. (2022). [Hearing their Voices: Engaging Certified Peer Support Specialists in Dialogues About Racism & Recovery](#)



Opportunities with CHW's

- **Community Health Workers** already provide structured linkages between the health care system, the community, and the person receiving services.
- **Strengths include:**
 - Trust, relationship building and understanding in a cultural manner.
 - Being the “bridge” to communicate with the individual and families on their health issues.
 - Improving the individual and family experience of care.
 - Improving the health of individuals, families and communities.
 - Reducing health disparities (population-specific differences in the presence of disease, health outcomes, quality of health care and access to health care services that exist across racial and ethnic groups).

Allen A. Herman. (2011). [Community Health Workers & Integrated Primary Health Care Teams in the 21st Century.](#)



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Opportunities with Peer & Recovery Support Staff

- Engagement
- Bridge building to the team
- Opportunity for shared decision making
- Addressing the hidden barriers
- Addressing social determinants
- Supporting the process of setting health goals
- Building bridges to the community and the resources there
- Raising awareness of bias inside and outside the team and its impact on care
- Increasing the team understanding of mental health and substance use recovery



Challenges and Barriers to the Integration of PSS, CHW and RSS staff

Financing Challenges – questions to consider:

- Does funding exist to support these roles?
- Is there enough of it?
- Is it too restrictive?
- Does it undermine the power of peer support?

Challenges related to team structure, understanding and communication – questions to consider:

- Target oriented frame vs. empowerment frame: does the team agree on roles and goals?
- How does the team communicate: is the hierarchy of professionalism a barrier to the incorporation of different voices and recognition of different kinds of expertise?



Challenges to Integration of Peer & CHW staff

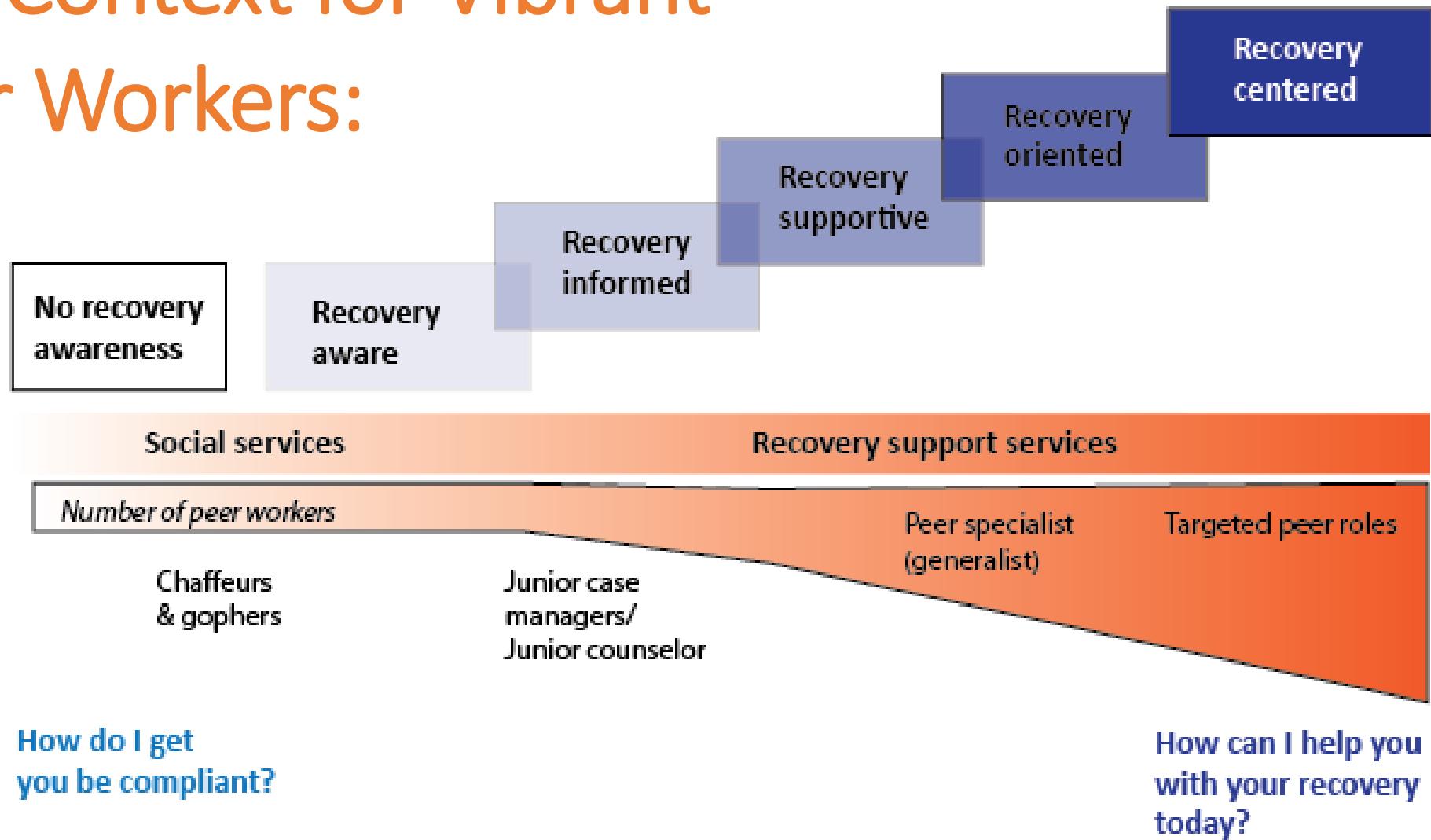
Qualifications that dilute the power of the role

Scope of work considerations

Supervision: need for training in and understanding of the power and orientation of these roles



The Context for Vibrant Peer Workers:



Source: National Council for Mental Wellbeing. (2023). *The Context for Vibrant Peer Workers*.



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Questions, Comments?



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References

- *Integrating Community Health Workers into Health Care Teams without coopting them.*
<https://www.healthaffairs.org/do/10.1377/forefront.20190507.746358/full/>
- *Resources for and about community health workers:*
<https://www.cdc.gov/chronicdisease/center/community-health-worker-resources.html>
- *American Public Health Association – Community Health Workers:*
<https://www.apha.org/apha-communities/member-sections/community-health-workers>
- *Resources for and about peer support workers:*(https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/peers-supporting-recovery-mental-health-conditions-2017.pdf)
- *Resources for and about recovery support specialists:* https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/peers-supporting-recovery-substance-use-disorders-2017.pdf
- National Association of Peer Supporters. (2023). *What it Takes: Wisdom from Peer Support Specialists and Supervisors.* (J. Edwards, G. Enders, & R. Cronise, Eds.). Independently Published.



Tools & Resources

- [Center of Excellence for Integrated Health Solutions](#)
- [Tools for Overdose Prevention](#)
- [Establishing Peer Support Services for Overdose Response: A Toolkit for Health Departments](#)
- [Peer Services Toolkit: A Guide to Advancing & Implementing Peer-run BH Services](#) (Mental Health America)
- [Peer Support Toolkit – Department of Behavioral Health & Intellectual Disability Services](#) (City of Philadelphia DBHIDS)
- [Peer Support Workers for those in Recovery](#) (SAMHSA)
 - [Value of Peers](#)
 - [Peers Supporting Recovery from MH Conditions](#)
 - [Peers Supporting Recovery from SUD](#)
- [Implementation of Peer Providers in Integrated MH & PC Settings](#)
- [Integrating Peer Support Workers in Interdisciplinary Care Teams](#)
- [Meaningful Roles for Peer Providers in Integrated Healthcare](#)
- [State Mental Health Agency Peer Specialist Workforce 2022](#)



Upcoming CoE Events

CoE-IHS Webinar: Population Health Part 4- Real World Examples

[Register for the webinar](#) on Thursday, March 9th from 2-3pm ET

CoE-IHS Webinar: Peers Part 2- Peer Support Service Models Success in Integrated Care Settings

[Register for the Webinar](#) on Thursday, March 23rd from 3-4pm ET

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